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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Systems Management Analyst |
| **Grade:** | F |
| **Responsible to:** | Systems Manager |
| **Staff managed:** | None |
| **Date of issue:** | March 2014 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| * This role is based within the Technology and Change Service. * The Corporate Systems Team (CST) ensures the effective operation of key management information systems across NYCC. Systems must be aligned to business processes and meet both statutory process and reporting requirements. * The CST work closely with colleagues both internal and external to North Yorkshire County Council, in particular system users and suppliers. * The job is not politically restricted. Occasional out of hours working is required. The role does require the post holder to occasionally travel for work purposes. |

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| Structure |
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| Job Description | |
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| Job purpose | The core focus of this job is to provide administration and management of key North Yorkshire County Council (NYCC) information systems to guarantee their continued and effective operation.  The post holder will do this by tightly controlling and managing access rights ensuring the safe, secure and effective use of systems. |
| Operational management | * Maintain and configure systems to ensure continued and effective operation. * Provide second-line system support resolving or escalating incidents, problems and requests. * Ensure appropriate access levels for all system users, validating requests; registering, amending and deactivating accounts. * Identify dormant or unused user accounts and remove or deactivate where appropriate. * Proactively generate, monitor and review system logs and reports to identify potential issues or system errors. Rectify or escalate any problems identified. * Use audit files to reconstruct a user’s activity. * Document and maintain full audit trails for system administration functions undertaken e.g. User access requests and system configuration amendments. * Alert the line management to any risks or issues resulting from system administration issues. * Undertake any centralised business data functions as required e.g. data quality, data matching exercises, analysing large datasets, identifying areas for improvement. * Assist in the development, enhancement and testing of systems. * Undertake the secure import and export of data to information systems, as required. * Carry out the archive/deletion of data in line with retention and archive procedures. * Contribute to the selection, enhancement and development of ICT systems to support the activities of business areas. * Support the work of other CST members. |
| Communications | * Regularly communicate with system users to ensure they are aware in advance of any system changes, system downtime. * Provide up to date advice and guidance to system users and colleagues. * Communicate with internal and external parties to support team objectives. * Utilise appropriate communication methods e.g. oral and written. |
| Partnership / corporate working | * Work in partnership with system suppliers and other local authorities to share best practice and improve our service to customers. |
| Resource management | * Manage CST resources e.g. ICT equipment. * Ensure resources are purchased using approved methods, monitor stock levels, ensuring inventories of equipment are maintained where appropriate. * Arrange meetings and public transport ensuring best value, maximising staff time. * Make best use of management information to support the team to deliver to a high standard, deliver improvements, meeting objectives e.g. incident statistics. |
| Systems and information | * Use, maintain and manage key ICT systems on behalf of NYCC. * Develop and despatch regular ad-hoc system reports. * Ensure data is stored, handled and managed in line with the Data Protection Act 1998 utilising system functionally to increase security levels, e.g. record restrictions. |
| Strategic management | * Assist in the development and enhancement of system administration and management processes * Support the updating of the Operational System Schedule, completing tasks as appropriate. * Maintain system documentation e.g. release notes, testing documentation, system administration guidance. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Understanding of and sensitivity to the implications of handling confidential data. * Knowledge of work across NYCC, relevant to key systems. | * Project management qualification. |
| Experience   * Can demonstrate extensive experience of using IT systems for inputting, retrieving and analysing data to ensure the effective and accurate management of data. * Can demonstrate significant experience of administering business critical management information systems including the management of user accounts. * Can demonstrate significant experience supporting business critical management information systems. * Can demonstrate significant experience of the manipulation and quality checking of large data sets, analysing results to identify issues and develop solutions. * Can demonstrate experience of producing reports/returns for central Government, Council Members or Senior Management. * Relevant ICT qualification (e.g. NVQ Level 2) or demonstrable experience. * Proven skills and confidence in the use of standard office software, IT systems and a willingness to undergo further training. | * Experience of training staff |
| Occupational Skills   * Analyses information from a range of sources, probing for further information or a greater understanding when necessary. * Takes responsibility for and produces a range of solutions to problems. * Works productively in a pressurised environment. * Communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. * Assists with the organisation, planning and delivery of projects. * Assists in audit assignments and reports findings. * Makes decisions within own area of responsibility. * Processes and/or monitors financial information. * Takes responsibility for maintaining own and others’ health and safety. * Successfully persuades, influences and/or negotiates with people. |  |
| Other Requirements   * Ability to travel across the County * Ability to work flexibly, occasionally working outside of standing working hours. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.